

PrimeAlux Quality Manual

May 2025

This document outlines the quality philosophy, key practices, and process controls at PrimeAlux. It is intended to ensure alignment with our customers' expectations and promote continuous improvement throughout our operations.

1. Vision / Mission / Values

Vision:

To lead the market in Premium, innovative aluminum outdoor systems that set new standards in quality and efficiency.

Mission:

To consistently deliver durable, aesthetic, and easy to assemble aluminum systems through responsible sourcing, precise manufacturing, and customer-first service.

Core Values:

- Integrity – We stand by our commitments and always act with honesty.
- Innovation – We embrace continuous improvement and smart manufacturing.
- Sustainability – We reduce environmental impact through efficient processes and recycled materials.
- Customer Focus – We adapt to evolving needs with flexible solutions and responsive support.

2. Quality Philosophy and Policy

PrimeAlux is committed to delivering high-quality aluminum outdoor solutions. We embed quality at every stage—from raw materials to final packaging—through process control, inspections, and team training. This approach ensures we meet or exceed customer expectations, prevent defects, and enable long-term partnerships.

Our quality objectives include:

- Reducing rework and material waste
- Maintaining strict dimensional and visual standards
- Providing documentation and traceability for every batch
- Proactively resolving issues through corrective actions
- Engaging our team through quality training and audits

3. Process Quality Controls

Cutting and Machining

- Check length and angle tolerances
- Inspect for burrs and paint damage
- Log blade condition and scrap levels

Threading

- Verify thread type and depth
- Check for deformation or burrs
- Record post IDs and tooling performance

Drilling

- Confirm hole positions, sizes, and alignment
- Check for burr-free edges
- Log drill jig checks and tolerance issues

Wrapping & Packaging

- Ensure completeness of each kit or box
- Verify protective film and safety edge coverage
- Label and palletize per order with accuracy logs

4. Raw Material & Foam System Inspection

All incoming raw materials undergo inspection before release to production. This includes:

Aluminum Extrusions

- Check dimensional tolerances for length, thickness, and grooves
- Verify coating adhesion via crosshatch test
- Measure coating thickness (DFT)
- Inspect for scratches, color match, and gloss consistency

Pre-painted Coil

- Confirm coating thickness (top and back coats)
- Perform T-bend and scratch resistance tests
- Visual color/gloss match inspection

Foam System (Polyol & Isocyanate)

- Monitor temperature and humidity in storage
- Verify mix ratio via flow meters
- Check foam density, hardness, and adhesion uniformity

5. Quality Documentation and Logs

Process	Log Maintained	Key Data Tracked
Threading	Threading Log	Post batch ID, issues, depth verification
Cutting	Cutting Log	Waste %, blade wear, length tolerance
Drilling	Drilling Log	Jig calibration, hole checks
Packaging	Packing Checklist	Completeness, damage check, label accuracy

6. Issue Resolution & Continuous Improvement

We take corrective action on all defects or complaints received. The quality team:

- Reviews the issue with production and inspection teams
- Traces the source batch or process step
- Implements and records corrective actions
- Monitors for recurrence via daily QA logs

We also conduct internal reviews and evaluate improvements monthly to enhance efficiency and reduce variation.

7. Organizational Context and Strategy

PrimeAlux operates in the architectural aluminum market with a focus on high-efficiency, low-maintenance outdoor systems. Our strategic direction is based on close collaboration with partners, evolving market demands, and internal capabilities.

We regularly evaluate:

- Market trends in outdoor construction and building products
- Customer feedback and complaint analysis
- Internal process metrics and downtime data
- Material cost shifts and sourcing risks

Annual strategic planning and SWOT reviews inform our investments in technology, training, and production optimization.

8. Scope of the Quality Management System

The PrimeAlux Quality Management System (QMS) applies to all fabrication, packaging, and gate assembly activities conducted within our operational facility. It ensures alignment across departments to deliver compliant and consistent products.

The scope includes:

- Threading, cutting, and drilling of aluminum profiles
- Inspection of aluminum coil, extrusion, and foam components
- Assembly and packaging of fence gates
- Quality assurance documentation and internal auditing

9. Internal Audits and Review

Internal audits are conducted quarterly on critical operations including cutting accuracy, threading depth, foam quality, and packaging integrity. The QA team uses audit checklists and non-conformance reports to identify gaps and ensure adherence to procedures.

Key points:

- Quarterly audits of threading, drilling, packing, and material inspections
- Corrective actions tracked with follow-up within 7 days
- Year-end review to evaluate audit results and update SOPs

10. Training and Competency Development

PrimeAlux believes that quality is achieved through skilled operators. We provide training during onboarding and on a rolling basis for quality tools, measurement equipment, and process changes.

Training logs are maintained and cover:

- Use of calipers, coating thickness gauges, and jigs
- Recognizing coating defects and dimensional variances
- Handling and packing procedures
- Reading technical drawings and labels